

**HIGHLAND VILLAGE
CLASS DESCRIPTION-
July 2015**

POSITION TITLE: COMMUNICATIONS OFFICER

GENERAL DESCRIPTION OF DUTIES

Under general supervision of the Communications Supervisor, performs specialized clerical and dispatching work for the city's law enforcement, fire/rescue, city services, and non-emergency situations. Employees in this class monitor and coordinate telephone, radio, and teletype communications between unit personnel and among the general public. Position is responsible for receiving, processing, and disseminating information in an accurate and timely manner to provide expeditious response to emergency situations. Performs related work as required.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

Receives calls from the public for various city functions, i.e., police, fire, emergency medical, public works, animal control.

Prioritizes, relays, routes, and/or transfers calls to appropriate agencies, units, and/or departments as appropriate, including coordinating with outside agencies when applicable.

Dispatches appropriate units to emergency and non-emergency calls upon assessment of circumstances and acquiring information.

Provides pre-arrival instruction/medical information/assistance to callers while dispatched personnel are en route.

Documents all police and fire activity on CAD; maintains tracking of police officers at all times; maintains current radio log.

Maintains a wide variety of official logs and lists, i.e., police blotter, wrecker, key, portable radio, cellular phone, pager, vacation watch, emergency business call out, current street/residence listing, maps of adjacent cities.

Monitors and operates the Telecommunications Device for the Deaf (TDD).

Maintains various files, i.e., missing persons, wanted persons, stolen items.

Maintains communications with unit personnel in the field; sends/confirms information to assist, i.e., criminal histories, driver's license status, stolen vehicles, wanted persons, warrants.

Contacts other law enforcement agencies to obtain/provide vital and pertinent information.

Enters and/or removes information into the department's TLETS/NLETS computer system, i.e., missing persons, warrants, stolen vehicles, stolen articles.

Monitors inmates/prisoners while in custody; searches female prisoners as directed.

Assists police personnel in preparation of documentation, paper work, and reports as requested.

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Works rotating shift work during evenings, nights, weekends, and holidays, may be required to work extended shifts or emergency callout.

Operates various standard and specialized equipment, i.e., TDD, multi-line phone systems, dictaphones, VCR, computer terminals, radio console, facsimile machines, 911 equipment, printers, copy machines.

Serves as Notary Public.

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

May provide language translation or interpretation as such relates to essential job functions.

Assigns video tapes, portable radios, cameras, cellular phones, keys, etc., to unit personnel.

Maintains and files citation reference and complainant reference cards.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or GED; supplemented by one (1) year of previous experience that demonstrates basic computer skills and the ability to clearly articulate in standard English; or an equivalent combination of education, training, and experience.

SPECIAL REQUIREMENTS

Continued hire contingent on the ability to complete the following certifications: Telecommunications Operator, CPR, EMD, 911 Operator.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data and/or information. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well established policies, procedures and standards.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to start, stop, operate, and monitor the functioning of equipment, machinery, tools, and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of descriptive data and information, such as criminal histories, warrants, addresses, logs and records books, and policy and procedure manuals.

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Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning: Requires ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks involve extended periods of time at a keyboard or work station.

Sensory Requirements: Tasks require visual perception and discrimination. Tasks require oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions.

Employee's Signature

Supervisor's Signature

Date

Date

Highland Village, Texas is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Highland Village, Texas will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with Human Resources.